southeastern

John West

By email

Freedom of Information
Waterloo General Office
2nd Floor Walker Suite,
Waterloo Station
London
SE1 8SW
FOI.Southeastern@dftoperator.co.uk

05/08/2025

Dear John West,

Reference number: FOI2025/000609

Thank you for your correspondence of 06/07/2025 in which you requested the following information:

- Under the Freedom of Information Act 2000, please supply the following information relating to the Decorum Vending Ltd machines at Gillingham (Kent) station:
    - Installation & locations: dates when machines were first installed (and any replacements/upgrades), plus the number of machines and their platform or concourse locations.
    - Contract overview: copies of the main contract document(s) with Decorum Vending Ltd (including start/end dates and any extensions).
    - Usage & revenue: total transaction volumes and revenue (or commission fees) per machine for the most recent full financial year.

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA) and I can confirm that we hold this information.

- Regarding the contract information between Southeastern and Decorum Vending Ltd:
    - The machines were installed from the contract commencement in October 2022. The machines' locations are Platforms 1, 2, and 3.
    - The start date for this contract is October 2022 and remains in place until such time that either party serves notice to terminate.
    - Regarding usage and revenue of these machines for the most recent full financial year, and the contract itself, these are exempt from disclosure under Section 43(2) of the Freedom of Information Act. Information released under the Freedom of Information Act is deemed to be released 'to the world at large', and were we to provide the information requested competitors would be able to understand the pricing and fees models employed by both Southeastern and Decorum Vending Ltd. This would likely allow competitors to gain an unfair commercial advantage if there was a tender in future for the same or similar service, which could in turn affect the rate that Southeastern receives. We have considered the public interest in this matter and believe that protecting both our financial position and that of our providers outweigh the factors in favour of disclosure.

If you have any enquiries about this response, please contact me in the first instance at FOI.Southeastern@dftoperator.co.uk. Details of your appeal rights are below. Please remember to quote the reference number at the top of this letter in all future communications.

Yours sincerely

Freedom of Information Team

Appeal rights

If you are unhappy with the way your request has been handled and wish to request a review of our decision, please write to the FOI team at Waterloo General Office 2nd Floor Walker Suite, Waterloo Station London SE1 8SW or by email at FOI.southeastern@dftoperator.co.uk. Your request must be submitted within 40 working days of receipt of this letter.

Please specify why you do not agree with our response and what factors you would like to be considered as part of the review. This should include any public interest arguments for disclosure.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: https://ico.org.uk/make-a-complaint/